



301 W South Street, New Knoxville, OH 45871

Phone – 419-753-4653 Fax – 419-753-2950

September 22, 2005

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

RE: Docket No. 05-196

Dear Commission:

In response to your request for reports on the status of our notifying customers of E-911 limitations, we have done the following:

- Notified all customers of the limitations
- Issued warning stickers to all customers
- Had customers sign a form stating that they had received a list of the limitations and had placed the stickers on their modems

To date, we have received 255 of the 280 forms that the customers signed. The other 25 customers have been issued new letters & stickers stating the new deadline of September 28, 2005. If we haven't received them by the 26th – we will be calling each customer to determine when we might receive the signed form. Depending on the outcome of their response, we will decide whether to do a soft or warm disconnect.

All new customers receive a sticker already on their equipment and sign a form stating that they understand all the limitations of VoIP E-911 services.

Should you have any questions, please feel free to contact me.

Sincerely,

Susan Quellhorst
Controller

